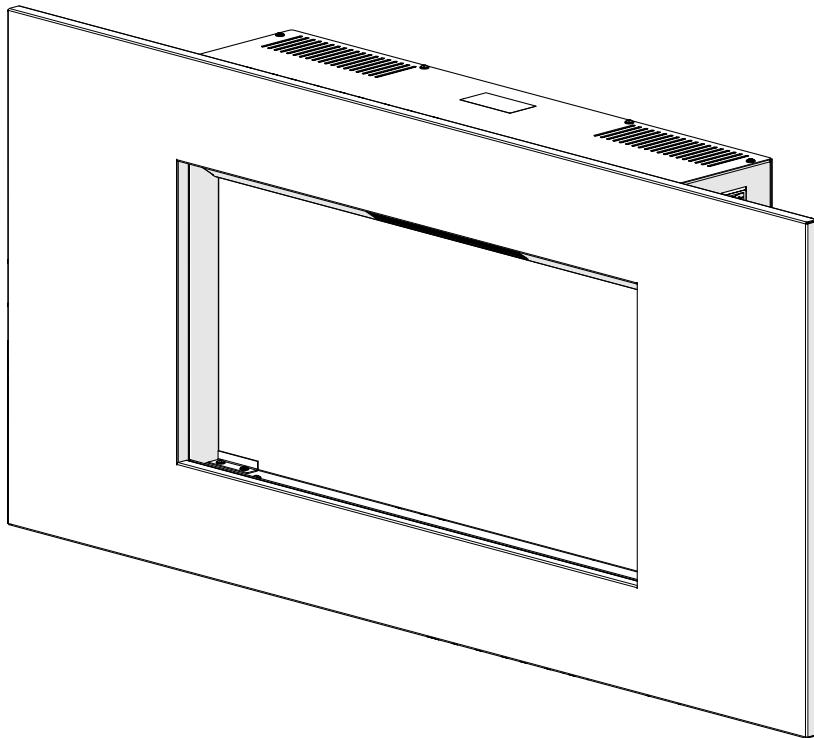




Better solutions through innovation

Service Manual



Model Number:
DWF-13XX

UL Part Number
6908760100

IMPORTANT SAFETY INFORMATION: Always read this manual first before attempting to service this fireplace. For your safety, always comply with all warnings and safety instructions contained in this manual to prevent personal injury or property damage.

Dimplex North America Limited

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1-888-346-7539 • www.dimplex.com

In keeping with our policy of continuous product development, we reserve the right to make changes without notice.
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Always use a qualified technician or service agency to repair this fireplace.

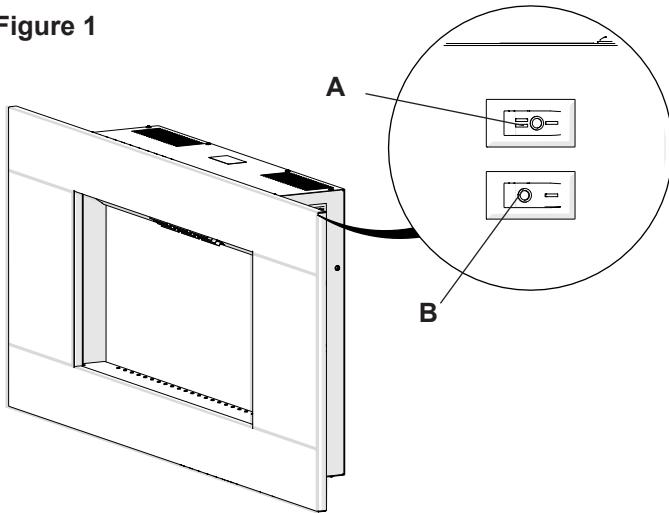
! NOTE: Procedures and techniques that are considered important enough to emphasize.

⚠ CAUTION: Procedures and techniques which, if not carefully followed, will result in damage to the equipment.

⚠ WARNING: Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, or death.

OPERATION

Figure 1



The manual controls for the electric fireplace are located on the right side of the unit (Figure 1).

A. 3-Position Switch

The switch has two On positions marked with "I" and "II". The "I" position is for manual operation. In this position the built-in remote control is bypassed.

The "II" position is for operating the unit with the provided remote control. When in "II" position the unit is operated with the On and Off buttons of the remote control.

When the switch is in the center ("O") position the unit is off.

B. Heat On/Off Switch

The Heat On/Off Switch supplies power to the heater fan and the heater element.

Resetting the Temperature Cutoff Switch

Should the heater overheat, an automatic cut out will turn the fireplace off and it will not come back on without being reset. It can be reset by switching the 3-Position Switch to Off and waiting five minutes before switching the unit back on.

CAUTION: If you need to continuously reset the heater, disconnect power and call Dimplex customer service at 1-888-DIMPLEX (1-888-346-7539).

Remote Control

The fireplace is supplied with a radio frequency remote control. This remote control has a range of approximately 50 feet (15.25 m), it does not have to be pointed at the fireplace and can pass through most obstacles (including walls). It is supplied with one of hundreds of independent frequencies to prevent interference with other units.

NOTE: Ensure that the fireplace's 3-Position Switch is set to the remote control setting ("II" position).

To operate, push the On button to turn fireplace on, push the Off button to turn the fireplace off.

NOTE: Before attempting any operation with the remote

control, pull the plastic insulator strip out from between the remote casing and battery cover (Figure 2).

Remote Control Initialization/Reprogramming

In the event that your remote control ceases to operate your fireplace, follow these steps to re-initialize the remote control and the remote control receiver in the fireplace:

1. Place the 3-Position Switch (Figure 1A) in the Off ("O") position.
2. Wait a minimum of five seconds and then place the 3-Position Switch in the Remote Control ("II") position.
3. Within 10 seconds of changing the switch position, press the On button located on the remote control (Figure 2).

This will synchronize the remote control and the remote control receiver.

NOTE: You will have only 10 seconds to perform this last step. Failure to do so will result in these steps needing to be followed again.

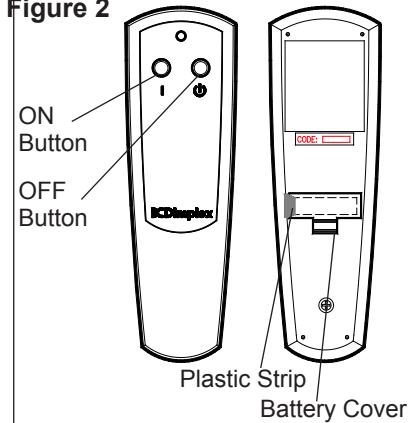
Battery Replacement

To replace the battery:

1. Slide battery cover open on the remote control (Figure 2).
2. Install one 12-Volt (A23) battery in the battery holder.
3. Close the battery cover

 Battery must be recycled or disposed of properly. Check with your Local Authority or Retailer for recycling advice in your area.

Figure 2



MAINTENANCE

⚠ WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electric shock or damage to persons.

Partially Reflective Glass Cleaning

The Partially Reflective Glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the Partially Reflective Glass may collect dust particles; these can be removed by dusting lightly with a clean dry cloth.

To remove fingerprints or other marks, the Partially Reflective Glass can be cleaned with a damp cloth. The Partially Reflective Glass should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners.

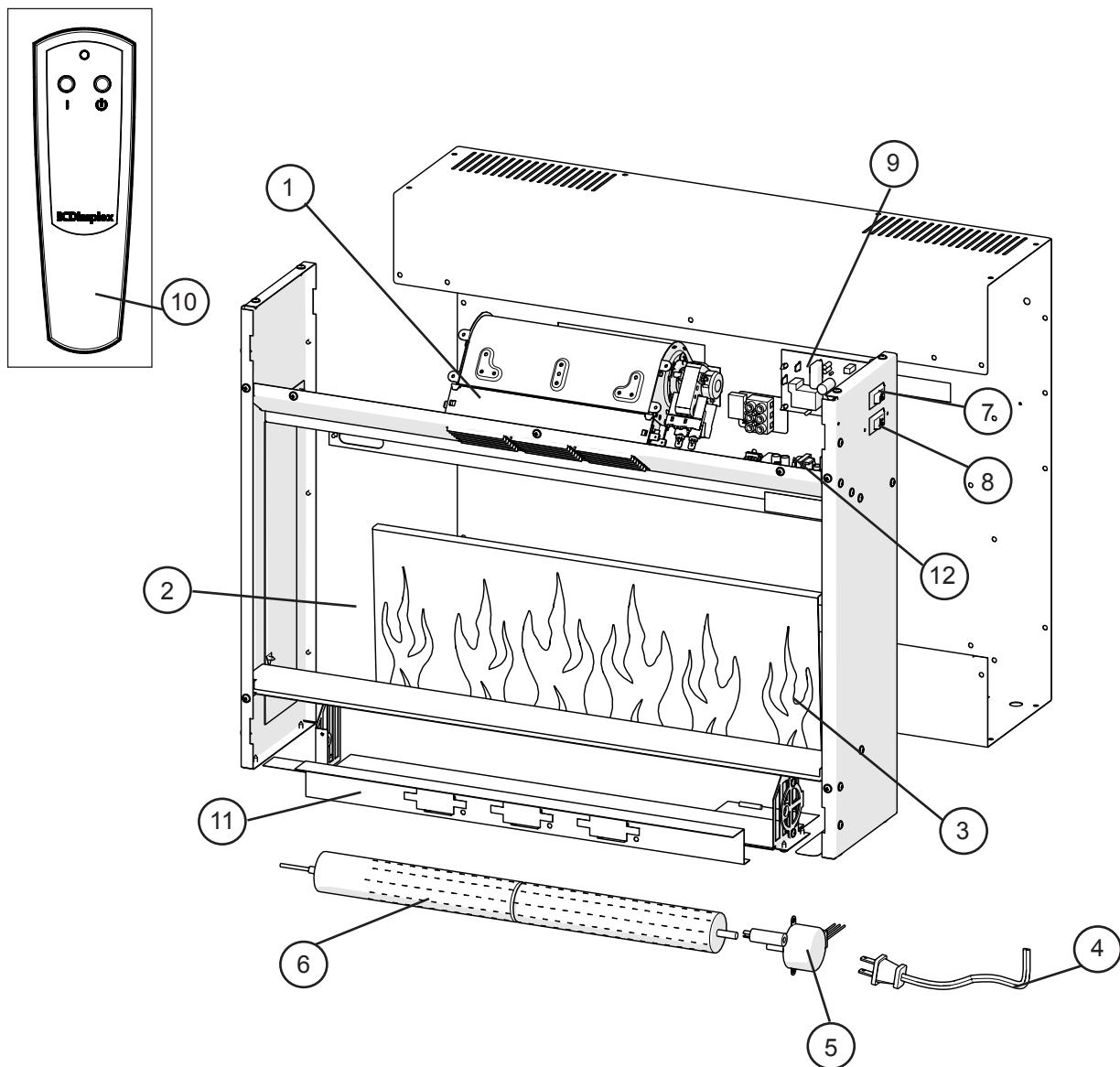
Fireplace Surface Cleaning

Use only a damp cloth to clean painted surfaces of the fireplace. Do not use abrasive cleaners.

Servicing

Except for installation and cleaning described in this manual, an authorized service representative should perform any other servicing.

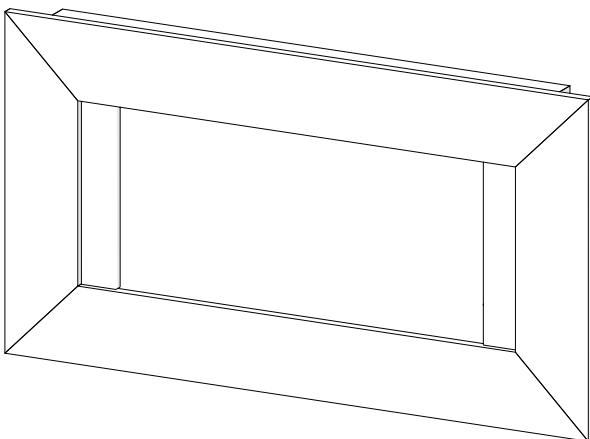
EXPLODED PARTS DIAGRAM



REPLACEMENT PARTS

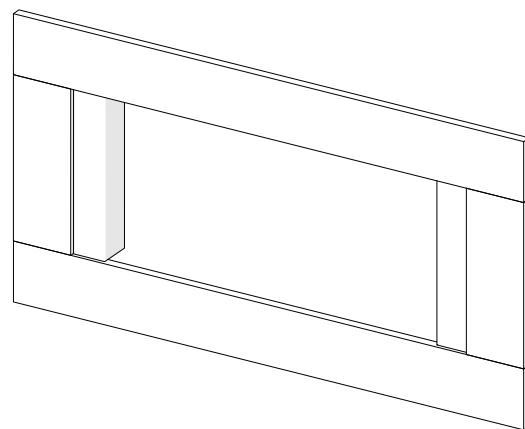
1. Heater Assembly (with Cutout)	2203610200RP	10. Remote Control	3000370900RP
2. Partially Reflective Glass	5902610100RP	11. LED Light Assembly	6908950100RP
3. Flame Panel	5902590100RP	12. LED Driver Board	3001170100RP
4. Power Cord	4100010800RP	13. Wall Hanging Kit	1025910159RP
5. Flicker Motor	2000210500RP	** See Next Page for Frames and Associated Media**	
6. Flicker Rod	5902600100RP	POP Accessory	
7. 3-Position Switch	2800071100RP	Switch Cover Plate	DWF24SC
8. On/Off Switch	2800070700RP	Pedestal	DWP-1378
9. Remote Control Receiver	3000380200RP		

FRAMES AND MEDIA REPLACEMENT PARTS



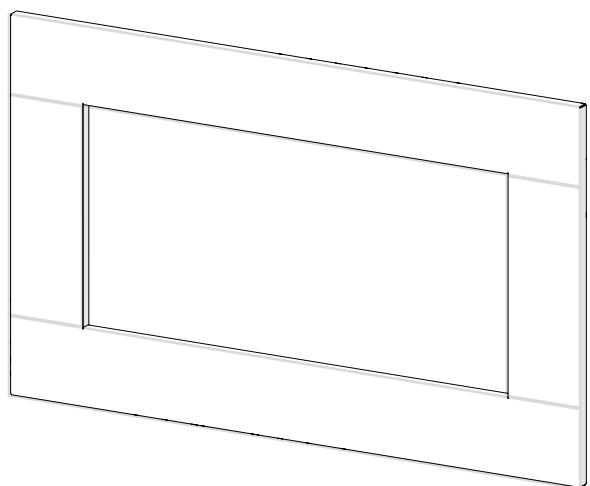
DWF-1322MA

- 1. Trim 690879012ARP
- 2. River Rock Media 1400080100RP



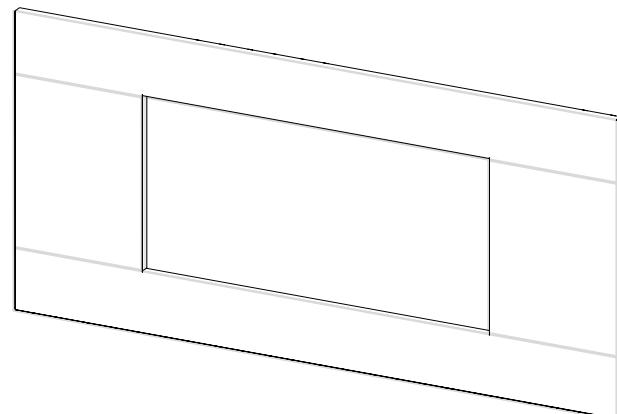
DWF-1325WN

- 1. Trim 6908820138RP
- 2. Walnut Tray 1124800138RP
- 3. River Rock Media 1400080100RP



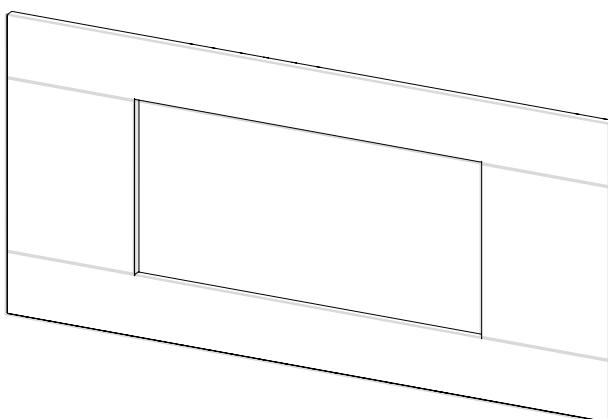
DWF-1327B

- 1. Trim 690885010FRP
- 2. Black Media Tray 1025770159RP



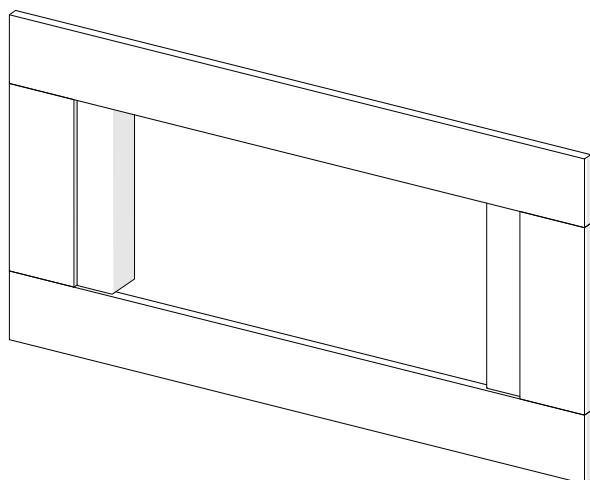
DWF-5328B

- 1. Trim 690888010FRP
- 2. Silver Media Tray 1025770200RP



DWF-1329

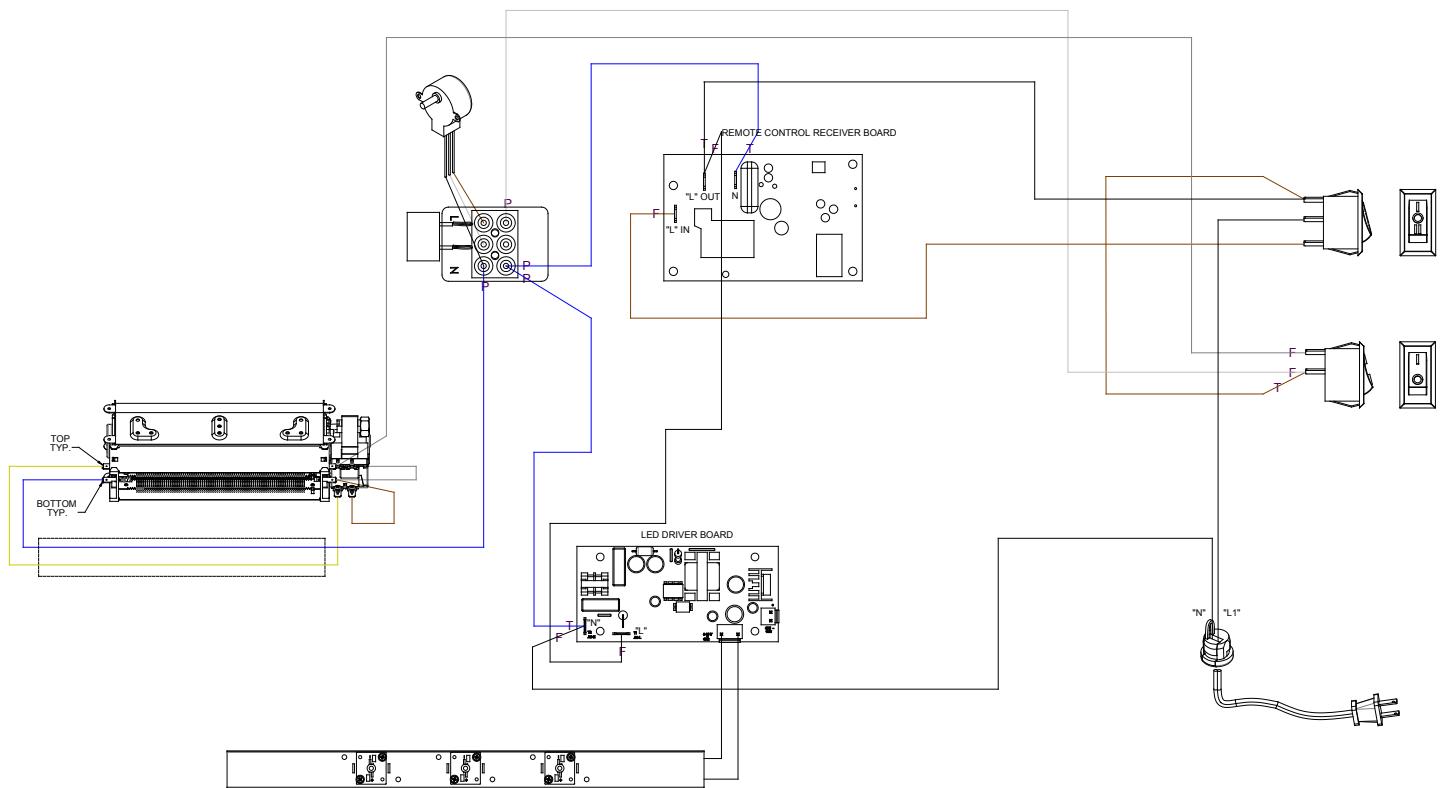
- 1. Trim 6908880200RP
- 2. Black Media Tray 1025770159RP



DWF-1355MA

- 1. Trim 690882012ARP
- 2. River Rock Media 1400080100RP

WIRING DIAGRAM



3-POSITION SWITCH REPLACEMENT

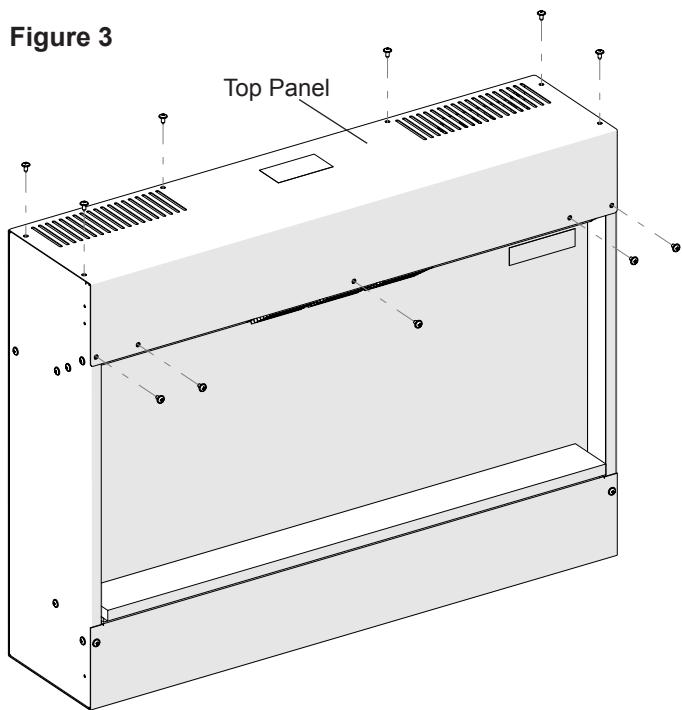
Tools Required: Philips head screwdriver
Flat head screwdriver

⚠ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Carefully remove the loose media from the front tray, if applicable.
2. **Wall Mount:** Remove the fireplace assembly from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. .
- Pedestal Mount:** Carefully lay the unit face down on a flat surface and remove the six screws holding the pedestal to the unit.
3. Carefully set the unit upright on a flat working surface.
- ! NOTE:** If necessary, lay a protective barrier between the unit and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching your work surface.
4. Remove the six screws on the top surface of the unit, and the five screws along the front edge. (Figure 3)
5. Gently remove the top panel, laying it on the work surface so that all of the components can easily be seen. (Figure 4)
6. Locate the Main Power switch and disconnect the wiring connections noting their original locations.
- ! NOTE:** A flat head screwdriver can be used to gently pry between the end of the connector and the switch to release the wires.
7. Depress the retainer clips on the rear of the switch and

Figure 3



push the switch out through the opening.

8. Properly orient and insert the new switch and connect all of the wiring.
9. Reassemble in the reverse order as above.

HEATER ON/OFF SWITCH REPLACEMENT

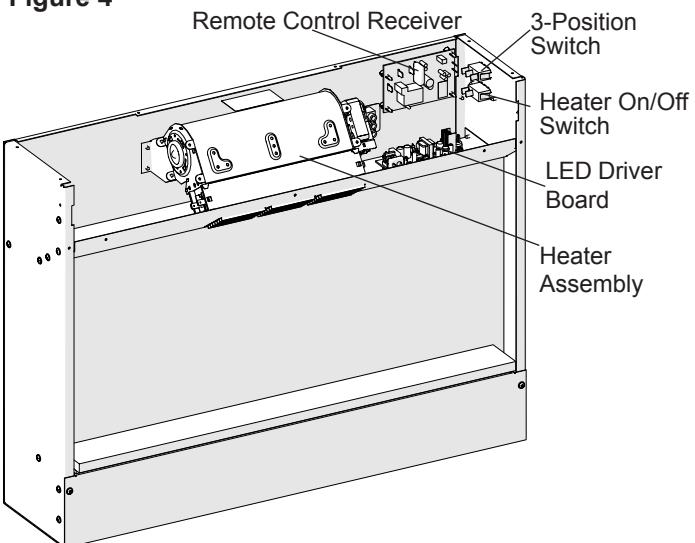
Tools Required: Philips head screwdriver
Flat head screwdriver

⚠ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Carefully remove the loose media from the front tray, if applicable.
2. **Wall Mount:** Remove the fireplace assembly from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. .
- Pedestal Mount:** Carefully lay the unit face down on a flat surface and remove the six screws holding the pedestal to the unit.
3. Carefully set the unit upright on a flat working surface.
- ! NOTE:** If necessary, lay a protective barrier between the unit and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching your work surface.
4. Remove the six screws on the top surface of the unit, and the five screws along the front edge. (Figure 3)
5. Gently remove the top panel, laying it on the work surface so that all of the components can easily be seen. (Figure 4)
6. Locate the Heat On/Off switch and disconnect the wiring connections noting their original locations.
- ! NOTE:** A flat head screwdriver can be used to gently pry between the end of the connector and the switch to

Figure 4



release the wires.

7. Depress the retainer clips on the rear of the switch and push the switch out through the opening.
8. Properly orient and insert the new switch and connect all of the wiring.
9. Reassemble in the reverse order as above.

REMOTE RECEIVER REPLACEMENT

Tools Required: Philips head screwdriver
Flat head screwdriver
Needle Nose Pliers

⚠ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Carefully remove the loose media from the front tray, if applicable.
2. **Wall Mount:** Remove the fireplace assembly from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. .

Pedestal Mount: Carefully lay the unit face down on a flat surface and remove the six screws holding the pedestal to the unit.

3. Carefully set the unit upright on a flat working surface.

! NOTE: If necessary, lay a protective barrier between the unit and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching your work surface.

4. Remove the six screws on the top surface of the unit, and the five screws along the front edge. (Figure 3)
5. Gently remove the top panel, laying it on the work surface so that all of the components can easily be seen. (Figure 4)
6. Locate the remote control receiver and disconnect the wiring connections noting their original locations.

! NOTE: A flat head screwdriver can be used to gently pry between the end of the connector and the board to release the wires.

7. Release the receiver from the top panel by using needle nose pliers to depress the tab on the mounting standoffs and gently lift the receiver off.
8. Properly orient and install the new remote control receiver and connect all of the wiring.
9. Reassemble in the reverse order as above.

LED DRIVER BOARD REPLACEMENT

Tools Required: Philips head screwdriver
Flat head screwdriver
Needle Nose Pliers

⚠ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any

maintenance to reduce the risk of electric shock or damage to persons.

1. Carefully remove the loose media from the front tray, if applicable.
2. **Wall Mount:** Remove the fireplace assembly from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. .

Pedestal Mount: Carefully lay the unit face down on a flat surface and remove the six screws holding the pedestal to the unit.

3. Carefully set the unit upright on a flat working surface.

! NOTE: If necessary, lay a protective barrier between the unit and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching your work surface.

4. Remove the six screws on the top surface of the unit, and the five screws along the front edge. (Figure 3)
5. Gently remove the top panel, laying it on the work surface so that all of the components can easily be seen. (Figure 4)
6. Locate the LED driver board and disconnect the wiring connections noting their original locations.

! NOTE: A flat head screwdriver can be used to gently pry between the end of the connector and the board to release the wires.

7. Release the driver board from the top panel by using needle nose pliers to depress the tab on the mounting standoffs and gently lift the board off.
8. Properly orient and install the new LED driver board and connect all of the wiring.
9. Reassemble in the reverse order as above.

HEATER ASSEMBLY REPLACEMENT

Tools Required: Philips head screwdriver
Flat head screwdriver
Needle Nose Pliers

⚠ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

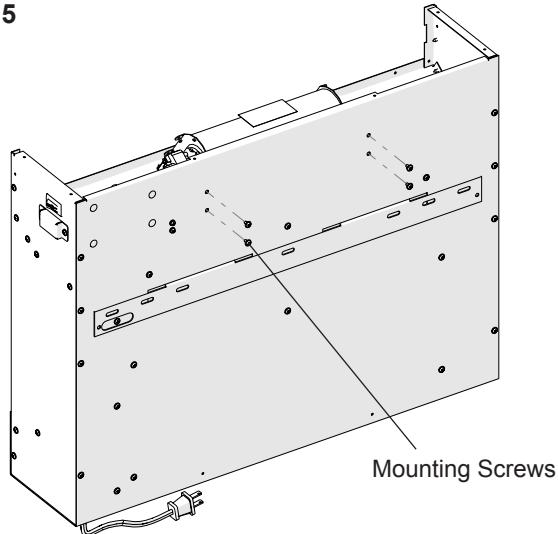
⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Carefully remove the loose media from the front tray, if applicable.
2. **Wall Mount:** Remove the fireplace assembly from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. .
3. **Pedestal Mount:** Carefully lay the unit face down on a flat surface and remove the six screws holding the pedestal to the unit.
3. Carefully set the unit upright on a flat working surface.

! NOTE: If necessary, lay a protective barrier between the unit and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching your work surface.

4. Remove the six screws on the top surface of the unit,

Figure 5



! NOTE: If necessary, lay a protective barrier between the unit and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching your work surface.

4. Remove the ten screws around the outside flange of the end panel. (Figure 6)
5. Remove the eight screws on the end panel. (Figure 7)
6. Gently open the end panel, being careful not to strain the wires connected to the switches.
7. Locate the power cord and disconnect the wiring connections noting their original locations.

! NOTE: A flat head screwdriver can be used to gently pry between the end of the connector and the switch to release the wires.

8. With needle nose pliers, grasp the power cord strain relief grommet from inside the back of the bottom panel and push while twisting to remove.
9. Install the new power cord.
10. Reassemble in the reverse order as above.

Figure 6

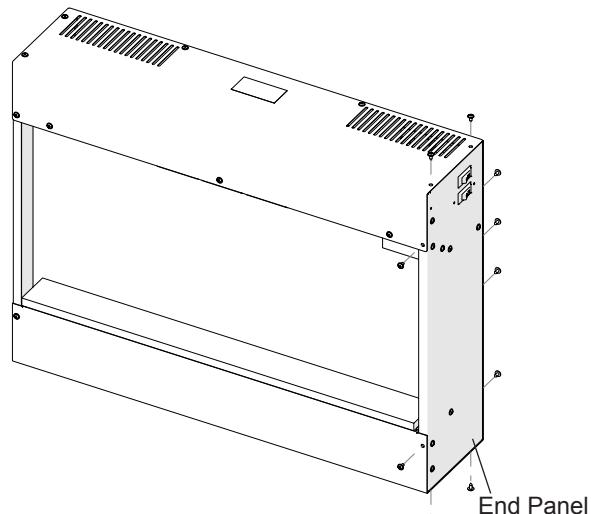
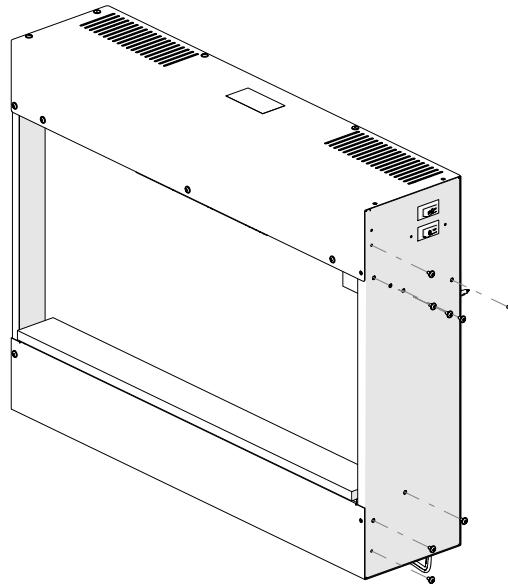


Figure 7



and the five screws along the front edge. (Figure 3)

5. Gently remove the top panel, laying it on the work surface so that all of the components can easily be seen. (Figure 4)
6. Locate the heater assembly and disconnect the wiring connections noting their original locations.

! NOTE: A flat head screwdriver can be used to gently pry between the end of the connector and the switch to release the wires.

7. Remove the 4 screws that secure the heater assembly to the back panel. (Figure 5)
8. Transfer the mounting brackets from the old heater assembly to the new heater assembly.
9. Properly orient and install the new assembly and connect all of the wiring.

⚠ WARNING: Ensure wires do not come in contact with moving parts by securing wires in wiring tie wraps.

10. Reassemble in the reverse order as above.

POWER CORD REPLACEMENT

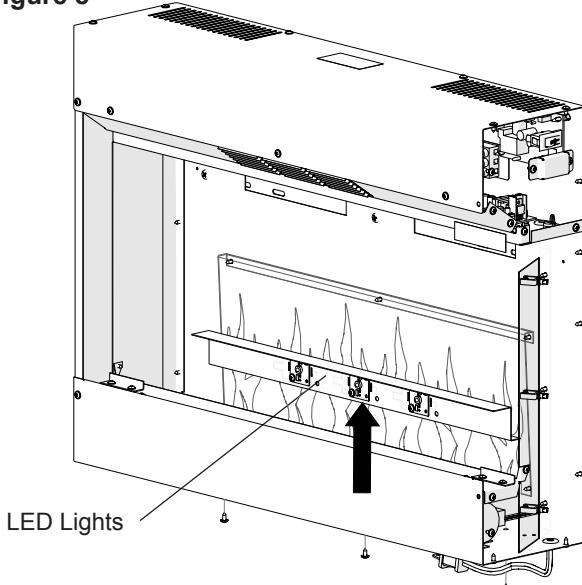
Tools Required: Philips head screwdriver
Flat head screwdriver

⚠ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Carefully remove the loose media from the front tray, if applicable.
2. **Wall Mount:** Remove the fireplace assembly from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. .
3. **Pedestal Mount:** Carefully lay the unit face down on a flat surface and remove the six screws holding the pedestal to the unit.
3. Carefully set the unit upright on a flat working surface.

Figure 8



PARTIALLY REFLECTIVE GLASS REPLACEMENT

Tools Required: Phillips Head Screwdriver

⚠️ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠️ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Carefully remove the loose media from the front tray, if applicable.
2. **Wall Mount:** Remove the fireplace assembly from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket.

Pedestal Mount: Carefully lay the unit face down on a flat surface and remove the six screws holding the pedestal to the unit.

3. Carefully set the unit upright on a flat working surface.

! NOTE: If necessary, lay a protective barrier between the unit and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching your work surface.

4. Remove the ten screws around the outside flange of the end panel. (Figure 6)
5. Remove the eight screws on the end panel. (Figure 7)
6. Gently open the end panel, being careful not to strain the wires connected to the switches
7. Remove the partially reflective glass by sliding it out of the unit.
8. Reassemble in the reverse order as above.

LED LIGHT ASSEMBLY REPLACEMENT

Tools Required: Phillips Head Screwdriver

⚠️ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating

elements to cool off to avoid accidental burning of skin.

⚠️ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Carefully remove the loose media from the front tray, if applicable.
2. **Wall Mount:** Remove the fireplace assembly from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket.
3. **Pedestal Mount:** Carefully lay the unit face down on a flat surface and remove the six screws holding the pedestal to the unit.
4. Carefully lay the unit on a flat working surface, with the opening facing up.

! NOTE: If necessary, lay a protective barrier between the unit and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching your work surface.

5. Remove the ten screws around the outside flange of the end panel. (Figure 6)
6. Remove the eight screws on the end panel. (Figure 7)
7. Gently open the end panel, being careful not to strain the wires connected to the switches
8. Remove the partially reflective glass by sliding it out of the unit.
9. Locate the three securing screws for the LED light assembly along the bottom and remove the light assembly. (Figure 8)
10. Disconnect the wiring connections noting their original location.
11. Properly orient and install the new LED lights and connect all of the wiring.
12. Reassemble in the reverse order as above.

FLICKER MOTOR & FLICKER ROD REPLACEMENT

Tools Required: Phillips Head Screwdriver

⚠️ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠️ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Carefully remove the loose media from the front tray, if applicable.
2. **Wall Mount:** Remove the fireplace assembly from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket.

Pedestal Mount: Carefully lay the unit face down on a flat surface and remove the six screws holding the pedestal to the unit.

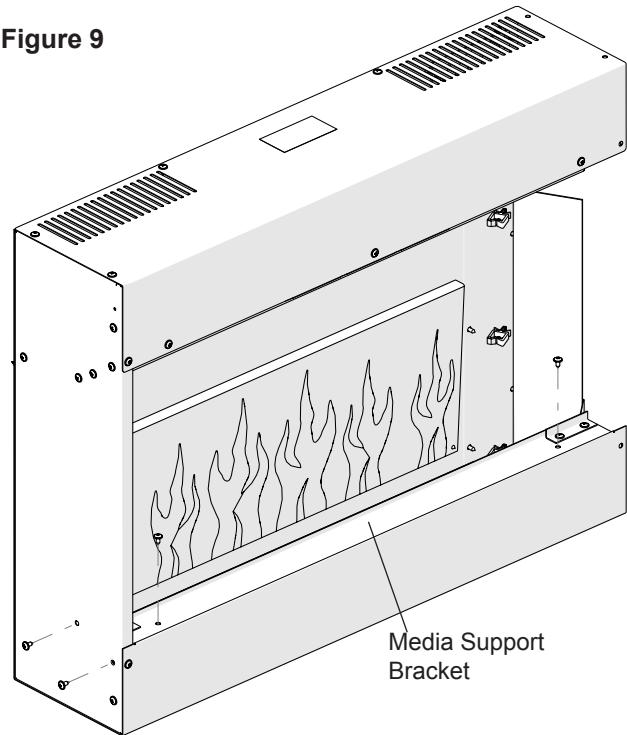
3. Carefully lay the unit on a flat working surface, with the opening facing up.

! NOTE: If necessary, lay a protective barrier between

the unit and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching your work surface.

4. Remove the ten screws around the outside flange of the end panel. (Figure 6)
5. Remove the eight screws on the end panel. (Figure 7)
6. Gently open the end panel, being careful not to strain the wires connected to the switches
7. Remove the partially reflective glass by sliding it out of the unit.
8. Remove the media and partially reflective glass support bracket, by removing the two center screws from the top of the bracket and the two screws from the closed end of the unit. (Figure 9)
9. Locate the flicker motor and flicker rod.
10. Locate and disconnect the three motor assembly wires going to the terminal block. (Figure 8)
11. Remove the two motor mounting screws.
12. Separate the motor from the flicker connector and remove.
13. Slide the flicker rod out of the snap-in bushing and remove.
14. Reassemble in the reverse order as above.

Figure 9



TROUBLESHOOTING GUIDE

PROBLEM	CAUSE	SOLUTION
General		
Circuit breaker trips or fuse blows when unit is turned on	Short in unit wiring.	Trace wiring in unit.
	Improper circuit current rating	Additional appliances may exceed the current rating of the circuit breaker or fuse. Plug unit into another outlet or install unit on a dedicated 15 amp circuit.
Unit turns on or off by itself	Remote control has a similar frequency to other remotes in the area.	The remote control and the remote control receiver needs to be replaced. Reinitialize the remote control to the remote control receiver after installation.
	Radio frequency disturbance from outside sources.	
	Defective Remote Control Receiver	
Lights dim in room while the unit is on	Unit is drawing close to circuit current rating	Move the unit to another outlet or install unit on a dedicated 15 amp circuit
Power cord gets warm	Normal Operation	The power cord may get slightly warm to the touch when the heater is on
	Defective power cord	Replace power cord if cord gets hot to the touch.
Appearance		
Fireplace does not turn on Manually	Improper operation	Refer to Operation Section
	No incoming voltage from the electrical wall socket	Check Fuse/Breaker Panel
	Loose wiring	Check wiring connections
	Defective 3 Position Switch	Replace 3 Position switch
	Defective Remote Control Receiver	The remote control and the remote control receiver needs to be replaced. Reinitialize the remote control to the remote control receiver after installation.
Fireplace does not turn on with the Remote Control	Improper operation	Refer to Operation Section
	Remote control not initialized to fireplace	Initialize the remote control
	The batteries in the remote control are dead.	Install new battery into the remote control Reinitialize remote if necessary
	Defective remote control	Replace Remote Control and Remote Control Receiver, reinitialize
Flame Frozen	Loose wiring	Check wiring connections
	Defective Flicker Motor	Replace Flicker Motor
Flame is not visible	Loose wiring	Check wiring connections
	LED light assembly is not working	Replace LED light assembly
	LED driver board is not working	Replace LED driver board
Flame Shudder	Defective Flicker Motor	Replace Flicker Motor

PROBLEM	CAUSE	SOLUTION
Heater		
Heater is not turning off	Improper operation	Refer to Operation Section
	Defective Heater On/Off Switch	Replace Heater On/Off Switch
	Defective Remote Control Receiver	The remote control and the remote control receiver needs to be replaced. Reinitialize the remote control to the remote control receiver after installation.
Heater is not turning on, but flame effect is still functioning	Improper operation	Refer to Operation Section
	Loose wiring	Trace wiring in unit
	Defective Heater Assembly	Replace Heater Assembly
Heater is turning off after a couple of minutes of operation	Build up of dirt/dust in Heater Assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective Heater Assembly	Replace Heater Assembly
Heater emits an odor	Normal Operation	Normal operation is when the heater emits an odor for a brief period after the heater is initially turned on. The heater is burning off any dust accumulated during manufacturing or operation.
	Defective Heater Assembly	Replace Heater Assembly
Heater fan turns on but heater lacks heat	Loose wiring	Trace wiring in unit
	Defective heater assembly	Replace heater assembly
Heating element is glowing red	Normal Operation	Small glowing sections of the element are considered normal.
	Defective heater assembly	If larger glowing sections are causing the heater to trip the thermal cutout, unplug unit, discontinue use and replace heater assembly.
Heater fan runs continuously	Normal Operation	Small glowing sections of the element are considered normal.
	Defective Heater On/Off Switch	Replace Heater On/Off Switch
	Defective heater assembly	Replace heater assembly
Noise		
Excessive noise with the heater on	Dirty Heater Assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective Heater Assembly	Replace Heater Assembly
Grinding or excessive noise with the heater off	Flicker rod hitting or rubbing against internal components	Ensure rod is straight and mounted properly in the bracket, spinning freely away from other components. Replace if necessary.
	Defective Flicker Motor	Replace Flicker Motor